


Memorandum



Date: December 6, 2013

To: Honorable Chairwoman Rebeca Sosa and Members
Board of County Commissioners

From: Carlos A. Gimenez
Mayor 

Subject: Miami-Dade Transit's New Online Store

To better serve its customers, Miami-Dade Transit (MDT) soon will launch a new online store that will offer its users a one-stop cyber shop for purchasing a variety of transit products and managing their EASY Cards.

The improved transit online store will have enhanced security features, offer more user-friendly navigation and present users with a greater variety of fare-loading options. Further, the new store will allow customers to manage multiple EASY Cards.

As MDT builds its new online store, the existing EASY Card website will be unavailable between 10:00 p.m. and 2:00 a.m. each evening starting Thursday, December 5th, through Monday, December 16th, 2013. MDT staff will attempt to expedite the testing process in order to complete the work prior to December 16th.

EASY Card customers who have their cards set to automatically reload will see no interruption to their current replenishment settings.

EASY Card customers have been informed of these upgrades via MDT's website, Rider Alerts, a press release, and other platforms MDT uses to communicate with customers.

If you have any questions or concerns, please call MDT Director Ysela Llort at 786-469-5406 or me at 305-375-1880.

c: Alina T. Hudak, Deputy Mayor
Ysela Llort, Director, Miami-Dade Transit